

2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
SUBPROGRAM OBJECTIVE	1	For FY 2001, recover 1000 stolen vehicles through the enhanced vehicle inspection process to prevent their registration in Arizona.	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
OP	Total number of vehicles inspected for title and registration compliance	92,887	7,402	10,460	8,151	8,208	7,270	5,863	8,099	7,862	9,113	8,129	8,458	7,661	96,676	92,000
OP	Percent of vehicles receiving only Level 1 inspections	70%	70.0%	72.0%	71.0%	69.0%	70.0%	55.0%	67.2%	66.0%	64.0%	62.0%	64.0%	63.0%	66.4%	69%
OP	Percent of vehicles receiving only Level 2 inspections	11%	12.0%	11.0%	11.0%	11.0%	12.0%	17.0%	13.5%	14.0%	15.0%	15.0%	14.0%	14.8%	13.2%	12%
OP	Percent of vehicles receiving only Level 3 inspections	19%	18.0%	17.0%	18.0%	20.0%	18.0%	28.0%	19.3%	20.0%	21.0%	23.0%	22.0%	22.2%	20.3%	19%
OC	Number of inspected vehicles identified as stolen	1,044	59	77	45	53	54	61	54	43	70	62	64	64	706	1,000
OC	Percent of inspected vehicles identified as stolen	1.1%	0.8%	0.7%	0.6%	0.6%	0.7%	1.0%	0.7%	0.5%	0.8%	0.8%	0.8%	0.8%	0.7%	1.1%
QL	Recovery value of identified stolen vehicles (in thousands)	\$6,205	\$459	\$559	\$252	\$292	\$411	\$425	\$415	\$316	\$486	\$376	\$363	\$374	\$4,728	\$4,800

VARIANCE STATEMENT

MARCH: The increase in stolen vehicles identified and Level II & III inspections was due, in part, to MVES cadets returning from the Academy certified to perform enhanced inspections.

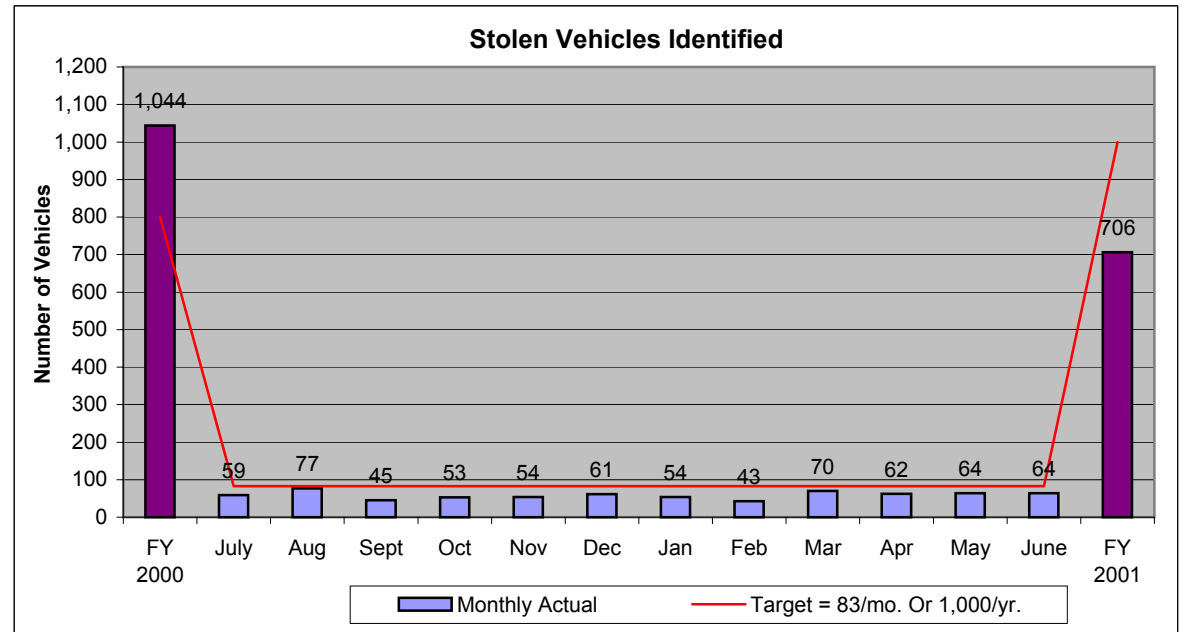
APRIL: There was a slight decrease in recovered stolen vehicles, due to the lower amount of overall inspections completed this month compared to March.

MAY: Statistical variances held very close to April's reported numbers. There was a very slight increase in stolen vehicle recovery with 64 vehicles identified as stolen.

JUNE: For the month of June statistical variances held very close to April and May's reported numbers. There was no variance in stolen vehicle recovery with 64 vehicles identified as stolen.

NOTES

Due to staffing priorities, Enforcement Services is not currently conducting Salvage Audits. The audit process, which includes vehicle inspections, verifies declared vehicle ownership by linking documents with vehicles on the premises. As a result of a lack of salvage audits, a general decrease in the corresponding number of inspected vehicles and possible recovered stolen vehicles is expected during FY 2001 in relationship to the manner in which business was conducted in FY 2000. However, other inspection activities should help to support the target of 1,000 recovered vehicles.



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MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
SUBPROGRAM OBJECTIVE	2	For FY 2001, establish a baseline for the average number of days to close Dealer Investigation cases assigned to the Office of Special Investigations.	

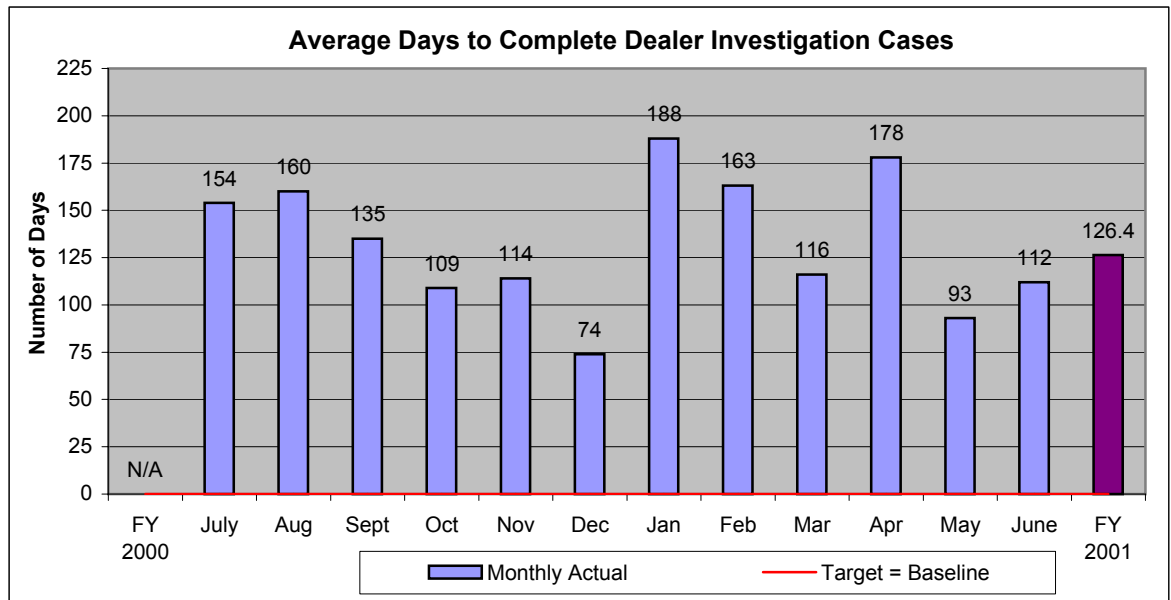
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of new Dealer Investigation cases	1,897	183	247	265	147	192	162	188	424	191	172	242	281	2,694	1,935
IP	Number of pending Dealer Investigation cases	1,490	999	989	974	1,060	1,092	1,173	1,215	1,166	1,422	1,415	1,398	1,436	1,422	1,596
IP	Total number of Dealer Investigation cases in progress	3,387	1,182	1,236	1,239	1,207	1,284	1,335	1,403	1,590	1,613	1,587	1,640	1,717	4,116	3,531
OP	Number of Dealer Investigation cases closed	1,791	193	262	179	115	111	120	237	168	199	189	204	234	2,211	1,878
OP	Percent of Dealer Investigation cases closed	53%	16.3%	21.2%	14.4%	9.5%	8.6%	9.0%	16.9%	10.6%	12.3%	11.9%	12.4%	13.6%	53.7%	53%
EF	Average number of Dealer Investigation cases closed per special investigator	224	24	29	20	14	12	13	26	17	20	20	23	26	244	235
EF	Average number of days to close a Dealer Investigation case	N/A	154	160	135	109	114	74	188	163	116	178	93	112	126.4	Baseline

VARIANCE STATEMENT

AUGUST through JUNE: No variance statement offered. Significant logistical difficulties exist in tracking and analyzing the thousands of cases handled in relationship to offering a variance on monthly changes in overall average days for cases closed in that month. This objective is currently under management review in regards to the program's ability to provide a meaningful analysis of the facts.

NOTES

Figure for May 2001 was reported as 161 due to error in calculation. Correct figure is 93.



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MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
SUBPROGRAM OBJECTIVE	3	For FY 2001, establish a baseline for the number of dealers repeatedly violating motor vehicle laws.	

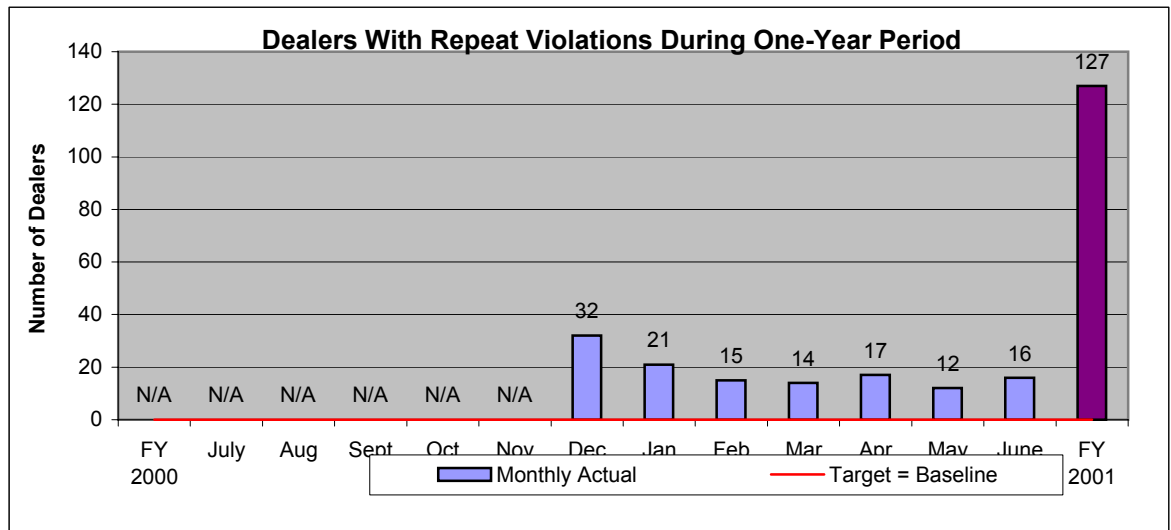
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Total number of licensed dealers	3,487	N/A	N/A	N/A	N/A	N/A	N/A	3,727	3,772	3,805	3,829	3,886	3,926	3,824	3,556
IP	Number of licensed dealers violating motor vehicle laws	N/A	N/A	128	66	58	45	95	140	123	93	88	103	75	1,014	Baseline
IP	Number of unlicensed dealers discovered (motor vehicle law violators)	N/A	N/A	59	50	28	30	3	70	17	47	31	55	13	403	Baseline
OC	Number of dealers (licensed and unlicensed) with repeat violations in one-year timeframe	N/A	N/A	N/A	N/A	NA	N/A	32	21	15	14	17	12	16	127	Baseline
IP	Total number of Dealer Investigation cases (complaints)	3,387	1,182	1,236	1,239	1,207	1,285	1,336	1,404	1,591	1,614	1,587	1,640	1,717	17,038	3,531
OP	Number of enforcement actions taken	N/A	N/A	220	148	89	79	115	210	140	140	120	159	184	1,604	Baseline
OP	Number of Hearing Office referrals for sanctioning of licenses or other actions for serious or repeat violators	N/A	N/A	2	0	0	0	0	0	0	3	1	0	0	6	Baseline
OC	Number of disciplinary actions/ sanctions taken by Hearing Office	N/A	N/A	0	0	0	0	0	1	0	1	0	0	0	2	Baseline

VARIANCE STATEMENT

DECEMBER through JUNE: No variance statement offered. It is possible that logistical difficulties may exist in tracking and analyzing cases handled in relationship to offering a variance. This objective is currently under management review in regards to the program's ability to provide a meaningful analysis of the facts.

NOTES

Due to difficulties in identifying a source for the total number of licensed dealers, the first reporting of this count occurs in January.



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MVD/PROGRAM GOAL	3	To regulate and license the motoring public and partners in support of safe travel and consumer protection.	
SUBPROGRAM OBJECTIVE	4	For FY 2001, establish a baseline for the average number of days to close Internal Affairs cases assigned to the Office of Special Investigations.	

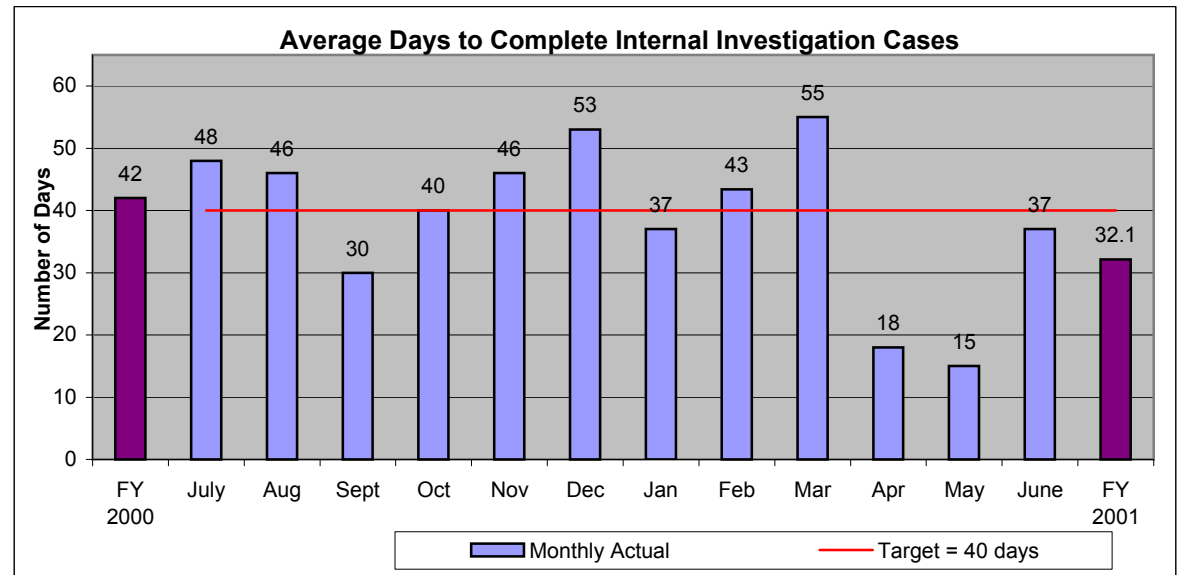
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of special investigators	4	4	4	4	4	4	3	4	4	4	4	3	3	4	5
IP	Number of new Internal Affairs cases	125	6	17	15	10	12	10	9	5	7	9	11	4	115	130
IP	Number of pending Internal Affairs cases	34	16	15	26	19	17	19	14	14	12	15	17	16	12	47
IP	Total number of Internal Affairs cases in progress	159	22	32	41	29	29	29	23	19	19	24	28	20	127	177
OC	Number of Internal Affairs cases closed	112	7	6	22	12	10	15	9	7	4	7	12	12	123	132
OC	Percent of Internal Affairs cases closed	70%	31.8%	18.8%	53.7%	41.4%	34.5%	51.7%	39.1%	36.8%	21.1%	29.2%	42.9%	60.0%	96.9%	75%
EF	Average number of Internal Affairs cases closed per special investigator	28	1.8	1.5	5.5	3.0	2.5	5.0	2.3	1.8	1.0	1.8	4.0	4.0	32.8	26
EF	Average number of days to close an Internal Affairs case	42	48	46	30	40	46	53	37	43	55	18	15	37	32.1	40

VARIANCE STATEMENT

JULY through JUNE: No variance statement offered. Moderate logistical difficulties exist in tracking and analyzing cases handled in relationship to offering a variance on monthly changes in overall average days for cases closed in that month. This objective is currently under management review in regards to the program's ability to provide a meaningful analysis of the facts.

NOTES

Average number of days category was revised, affecting July through December counts, after it was determined the calculation method was wrong.



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
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AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	7	To provide cost-effective services.	
SUBPROGRAM OBJECTIVE	1	For FY 2001, establish a revenue: cost ratio baseline for mobile enforcement.	

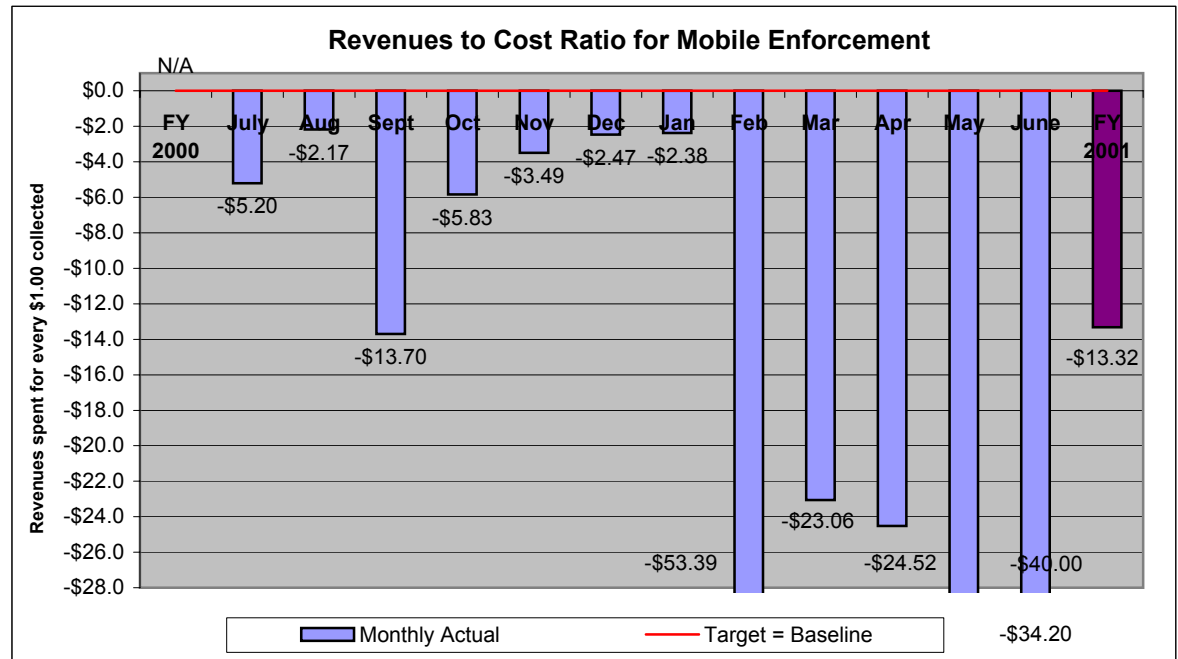
Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of mobile vehicles	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11
IP	Number of internal inspection sites	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IP	Number of operating hours for mobile enforcement	N/A	38	40	58	109	148	56	8	49	80	171	241	209	1,207	Baseline
IP	Operating budget expenditures for mobile enforcement (direct costs)	N/A	\$13,487	\$6,399	\$20,615	\$11,523	\$11,673	\$6,282	\$4,670	\$13,720	\$17,436	\$30,363	\$48,021	\$92,506	276,695	Baseline
OC	Revenues collected due to mobile enforcement efforts	\$155,947	\$2,594	\$2,947	\$1,505	\$1,975	\$3,348	\$274	\$1,960	\$257	\$756	\$1,238	\$1,216	\$2,705	20,776	\$128,138
EF	Revenue : cost ratio of mobile enforcement (COST=\$1.00)	N/A	-\$5.20	-\$2.17	-\$13.70	-\$5.83	-\$3.49	-\$2.47	-\$2.38	-\$53.39	-\$23.06	-\$24.52	-\$40.00	-\$34.20	-\$13.32	Baseline

VARIANCE STATEMENT

JULY thru JUNE: No variance statement provided.

NOTES

Using the graph representation in July as an example, the "revenue:cost ratio" is represented as follows: a negative \$5.20 was collected for every \$1.00 spent on mobile enforcement activities. "Costs" include direct costs only.



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MVD/PROGRAM GOAL	7	To provide cost-effective services.		
SUBPROGRAM OBJECTIVE	2	For FY 2001, establish a revenue: cost ratio baseline for fixed ports.		

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of fixed ports	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22
IP	Operating budget expenditures for fixed ports (direct costs)	N/A	\$454,044	\$454,044	\$454,044	\$461,947	\$459,363	\$678,410	\$515,642	\$494,234	\$501,436	\$497,066	\$515,016	\$737,420	6,222,666	Baseline
OC	Revenues collected due to fixed ports enforcement efforts	\$14,620,000	\$921,476	\$1,033,582	\$694,421	\$1,077,837	\$1,230,123	\$1,249,192	\$1,492,233	\$1,383,833	\$1,651,505	\$1,217,043	\$1,168,192	\$1,007,875	\$14,127,312	\$15,300,000
EF	Revenue : cost ratio of fixed ports (COST=\$1.00)	N/A	\$2.03	\$2.28	\$1.53	\$2.33	\$2.68	\$1.84	\$2.89	\$2.80	\$3.29	\$2.44	\$2.77	\$1.37	\$2.27	Baseline

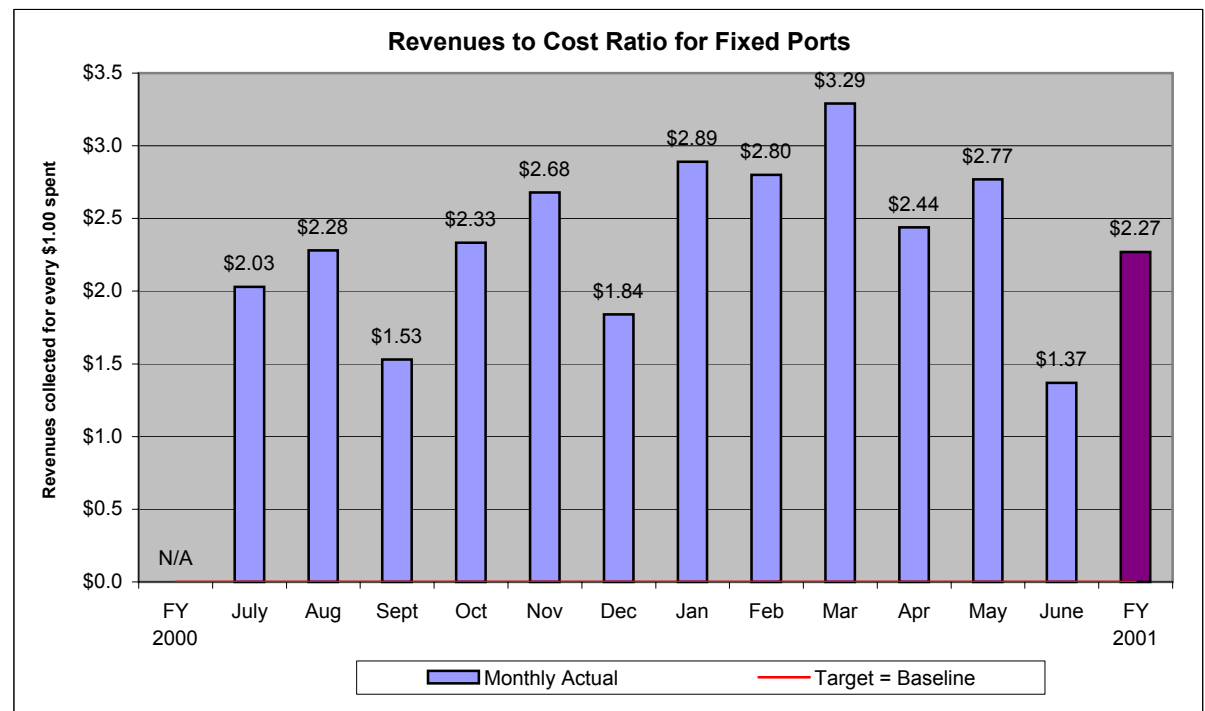
VARIANCE STATEMENT

JULY thru JUNE: No variance statement provided.

NOTES

Using the graph representation in July as an example, the "revenue:cost ratio" is represented as follows: \$2.03 is collected for every \$1.00 spent on fixed port activities. "Costs" include direct costs only.

July through September operating budget expenditures were calculated following the end of the first quarter of FY 2001 and divided evenly between the three months. Beginning with October figures, expenditures are tracked and reported on a monthly basis. In November's report, October figures were incorrectly reported as \$330,872. This figure was adjusted in the December report to the correct amount.



2001 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	4	To optimize the use of all resources.	
MVD/PROGRAM GOAL	8	To provide services that enhance revenue collection to support statewide infrastructure needs.	
SUBPROGRAM OBJECTIVE	1	For FY 2001, increase revenues generated by registration compliance efforts to \$ 2,391,800, assuming requested resources are received.	

Type	PERFORMANCE MEASURES	FY 2000	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2001	FY 2001 Estimated
IP	Number of new registration compliance leads	28,731	11	0	1	0	0	65	3	0	0	0	1	0	81	64,409
IP	Number of existing registration compliance leads	22,491	37,111	36,930	36,743	35,012	34,432	34,234	34,275	35,355	34,760	34,455	34,109	33,911	37,111	39,516
IP	Total number of registration compliance leads (officer efforts, citizen complaints, and database letters)	51,222	37,122	36,930	36,744	35,012	34,432	34,299	35,617	35,176	34,816	34,520	34,224	33,865	37,192	103,925
OP	Number of leads closed	11,706	192	187	1,732	580	198	24	262	416	361	411	313	292	4,968	17,759
OP	Percent of leads closed	23%	0.5%	0.5%	4.7%	1.7%	0.6%	0.1%	0.7%	1.2%	1.0%	1.2%	0.9%	0.9%	13.4%	17%
OC	Percent of closed leads resulting in compliance through registration	52%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	52%
OC	Percent of closed leads confirming that registration is not required	48%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	48%
OC	Number of vehicles registered as a result of registration compliance efforts through active enforcement	6,091	2	2	1	0	0	0	0	0	0	0	0	0	5	9,235
OC	Revenues generated from registration compliance efforts (in thousands), assuming requested resources are received	\$1,577.6	\$32.8	\$34.8	\$302.8	\$106.0	\$31.7	\$80.4	\$41.6	\$74.1	\$59.7	\$72.8	\$54.6	\$52.5	\$943.8	\$2,391.8

VARIANCE STATEMENT

SEPTEMBER: September numbers on cases closed are 1,731. Somehow the data base system did not catch them until September, though Technical Information Resources (TIR) reported them as occurring since March when the last compliance letters went out.

APRIL: April numbers on cases closed are 411. The data base system continues to close cases since last mailings in March.

MAY: May numbers on cases closed are 313. The data base system continues to close cases since last mailings in March.

JUNE: June numbers on cases closed are 292. The data base system continues to close cases since last mailings in March.

NOTES

All closed registration compliance leads, with the exception of those leads closed via "active enforcement," along with corresponding vehicle registrations and revenues, are the direct result of database sweeps that identify vehicles registered following the issuance of a letter to vehicle owners. The last database-generated compliance letters sent out to owners were generated in March 2000.

